



ESSO WEEKLY MEMO – NOVEMBER 3, 2011

ACTION NEEDED

- 1. Service Coordinator Productivity Test Calculation**

INFORMATION AND RESOURCES

- 2. Third Party Administrator Programmed Letters and Forms**
- 3. Third Party Administrator Provider Letter and TPA Q&A**
- 4. Medicaid Therapy Services Policy Webinars**
- 5. Back by Popular Demand Provider Training: Verifying Medicaid Recipient Eligibility**
- 6. 2011-2012 Summary of Services**
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UPCOMING EVENTS

- 8. Statewide Meeting Announcements**
- 9. ZERO to THREE Webinar- Supporting the Development of Infants and Toddlers in the Child Welfare System: A Call to Action**

DUE TO THE 2011 EARLY STEPS STATEWIDE MEETING THERE **WILL NOT BE AN ESSO WEEKLY MEMO NEXT WEEK**

ACTION NEEDED

1. Service Coordinator Productivity Test Calculation (With 1 Attachment)

The attachment, *SC Test Productivity Report.xls*, shows the reporting criteria to use to run a Fiscal/Billing report for productivity as well as a simple calculation to consider for the Dash Board. Per our conversation on the Directors and Coordinators call, the Service Implementation Work Group will provide ESSO with a recommendation on the target productivity percentage for Service Coordinators, Direct Services Staff and Evaluation Staff, as well as, the formula for making the productivity calculation. ESSO would appreciate receiving your recommendation by November 18 to enable us to finalize the Dash Board instructions and get them to you.

INFORMATION AND RESOURCES

2. Third Party Administrator Programmed Letters and Forms (With 12 Attachments)

One of the efficiencies available to Early Steps in the upcoming Third Party Administrator (TPA) system will be the ability to auto generate letters and forms. Some letters/forms will run in response to an action in the system that automatically generates the form or letter. Some letters will run on demand when needed. Regardless, ALL letters will be available to be generated on demand. The system will automatically populate the appropriate child and family information from the system and put it in the letter or form at a touch of a button. Some of the forms have free form text fields where the information would not be contained in the TPA system, or the text needs to be customized to the purpose of the letter/form. Letters generated in response to an action in the system will be batched and sent to a designated person within the LES for printing and mailing the next day. The TPA will not mail any letters or forms.

Attached are a spreadsheet with a list of the letters that were submitted to the TPA developers for inclusion in the system and the letters and forms. On the

Directors and Coordinators call we talked about the process that was used to come up with these letters. There were a handful of letters/forms that the TPA Team considered but did not get consensus on, and as such, were not submitted to the TPA developers. As you get acclimated to the system you may think of other forms or letters that could be helpful and these can be requested. Keep in mind that these are statewide uniform letters/forms and the system can accommodate as many as we want or need. However, the system cannot create letters or forms that are specific to a Local Early Steps.

3. Third Party Administrator Provider Letter and TPA Q&A (With 1 Attachment)

For your information: The attached letter, *Provider Letter - mail merge.pdf*, will hopefully be sent directly to Early Steps providers from CMS Headquarters office. We are working out the details, but our goal is that you will not have to send these from the LES. Stay tuned.

Please continue to send your TPA questions as requested in the October 6 Weekly Memo and copied below. We hope to have the first round of answers approved and to you in the next Weekly Memo on November 17.

The LES TPA Team would like to be the contact point for LES questions about TPA functions and security roles. They will read through them and put together talking points for the next Director's Call, provide Q&A documents in the Weekly Memo, as well as bring to the TPA Meeting Agendas items as needed. As a reminder, your LES TPA Team includes, Penny Geiger, Ray Rodriguez, Harry Fogle, Kathy Riley, Donna Smoker and John Lee. Please send your questions to Penny Geiger at pgeiger@shhpens.org.

4. Medicaid Therapy Services Policy Webinars Provider Type(s): 83, 65, 01

Medicaid Services will offer a series of training webinars on Therapy Services policy. The intent of this training is to help providers better understand Medicaid policy and prepare for prior authorization. Each webinar will cover the same material so there is no need to attend each session. Space is limited so please register in advance. There is no charge for participation. A question and answer period will be held at the end of each session. A PowerPoint presentation will be used during the webinar. Before the meeting, please download the presentation from the Therapy website at <http://ahca.myflorida.com/therapy> to follow along during the webinar.

| Date | Time | Link to Register |
|------------------------------------|------------------|---|
| Monday, October 31, 2011 | 3:00 – 4:00 PM | MedicaidTherapyWebinar10-31 |
| Wednesday, November 2, 2011 | 2:00 – 3:00 PM | MedicaidTherapyWebinar11-2 |
| Friday, November 4, 2011 | 10:00 – 11:00 AM | MedicaidTherapyWebinar11-4 |
| Tuesday, November 8, 2011 | 10:00 – 11:00 AM | MedicaidTherapyWebinar11-8 |
| Wednesday, November 9, 2011 | 2:00 – 3:00 PM | MedicaidTherapyWebinar11-9 |
| Thursday, November 10, 2011 | 2:00 – 3:00 PM | MedicaidTherapyWebinar11-10 |

A few days after the meeting, a recorded version of the webinar will be posted on the Medicaid Provider Training e-Library at <http://ahca.myflorida.com/Medicaid/e-library/index.shtml>.

For the webinar schedule and links to registration, please refer to the Medicaid Therapy Services Website at <http://ahca.myflorida.com/therapy>

5. Back by Popular Demand Provider Training: Verifying Medicaid Recipient Eligibility

Provider Type(s): All

Verifying Medicaid Recipient Eligibility training will be held on **Tuesday, November 8, 2011, from 2:00 pm – 3:00 pm**. Medicaid providers are invited to participate. The training will be performed via teleconference.

To join the teleconference training, please dial **1 (888) 808-6959** and at the prompt enter the conference code: **3054466900**. **You don't need to register or reserve space. Just call at the designated time.**

The training will follow a PowerPoint presentation found at <http://ahca.myflorida.com/Medicaid/e-library/index.shtml>. To download the presentation to view during the teleconference, click on the **"Upcoming Training and Schedules"** tab, then right click on the picture of the presentation, choose "Save Target As..." and save a copy of the presentation to your computer. You may also click on the picture of the presentation and view it online.

Please have a copy of the PowerPoint presentation available before the teleconference so you can follow along with the training.

Any questions can be emailed prior to or during the teleconference to elibrarytraining@ahca.myflorida.com.

If you have any questions about the teleconferences, please contact Yolanda Sacipa at Yolanda.Sacipa@ahca.myflorida.com.

6. 2011-2012 Summary of Services

Provider Type(s): All

The 2011-2012 Summary of Services is now available on the Agency's Medicaid website. To download or print the Summary of Services, please visit <http://ahca.myflorida.com/Medicaid/flmedicaid.shtml> and click on "Florida Medicaid Summary of Services, Fiscal Year 2011-2012."

7. Early Steps Coordination with Therapy Services PA Process Timeline

Multiple questions have been received from the field regarding the period of time between IFSP authorization of direct therapy services and the receipt of Medicaid prior authorization for those therapy services. The following response presents the Early Steps State Office position.

In developing this position, Early Steps must balance compliance with a number of related policies, including those dictating that:

1. Services must begin within 30 days from the IFSP authorization of service period. [ES policy]
2. Services should not be delayed due to financial issues. [ES policy]
3. Part C is to be used as payor of last resort. [ES policy]
4. Medicaid prior authorization is not required for the initial multidisciplinary team evaluation that includes a therapist due to any concerns in that area. [Medicaid policy]
5. Medicaid prior authorization of fee-for-service therapies is required BEFORE services begin, for which the results of the evaluation must be provided. [Medicaid policy]

In light of these issues, it is Early Steps position that:

1. Following an Early Steps referral for service, providers are expected to apply for prior authorization (PA) as quickly as possible.

2. During this interim period of waiting for a PA, the provider should wait for services to begin.
3. If the 30 day period is close to running out, and/or a reasonable expectation exists that a PA will not be received in time to start services within the 30-day window, or if a denial is received, then the provider should consult with the LES/SC regarding potential use of Part C funds to start services.
4. If denial is received, then the provider should review any potential additional information for submittal with a request for PA re-consideration. [It is ES policy that disallowance of payment for failure of the provider to follow proper billing procedures, incorrect diagnosis codes or other correctable reasons does not constitute grounds for payment from Early Steps funds.]
5. If compliance with the above warrants such, the LES may then determine to temporarily use Part C funds for therapy services to begin.
6. Once a PA is received, if services have already begun with Part C as the payment source, the provider must immediately (a) begin billing Medicaid rather than the LES for services on or after the authorization date, (b) notify the LES of such, and (c) make arrangements to reimburse for services paid from Part C funds, if any, beginning from the date of PA and eligibility for Medicaid funds.

Note that expectations are that delays, denials and resulting use of Part C funds during these interim periods should be minimal. Actual practice will be monitored and if necessary, discussions with AHCA will be pursued for assistance.

UPCOMING EVENTS

8. Statewide Meeting Announcements

For your convenience, most breakout session presentations have been posted at the link below.

<http://cpeip.fsu.edu/earlysteps/meeting/>

In an effort to be “green” we will not provide handouts for all sessions. Please print the presentations of the sessions you plan to attend if you would like to have hard copies at the meeting.

Any presentations that are not posted prior to the meeting will be posted afterwards.

Registration will be from 8:00 to 10:00 on Tuesday (November 8, 2011)

- *If you have pre-registered and paid*, you will need to sign in and pick up name tag and meeting packet
- *If you have pre-registered but not paid*, you will need to make payment using a check or purchase orders – **NO cash or credit cards will be accepted.**
- *If you have not registered*, we will have on-sight registration available and you will need to make payment using a check or purchase orders – **NO cash or credit cards will be accepted.**

We do not have a mechanism in place to provide refunds for individuals who have registered but will not be able to attend. Instead, we would encourage you to find a replacement.

Parking will be complimentary for everyone attending the meeting. *Blue tickets will be passed out daily to attendees.* Individuals will need to save the white ticket given when entering the parking gate and make sure to get a blue ticket from the designated ESSO Staff each day. An announcement will be made each day of where and when tickets will be passed out and how they are to be used when leaving the hotel.

Meetings not included on the agenda

TUESDAY, November 8, 2011

- A room has been reserved for Directors and Coordinators to meet during the afternoon breakout sessions (2:30-5:15) in Universal F.
- There will be an informal gathering for Family Resource Specialists at 5:15 in Universal E.
- The Service Implementation Workgroup (SIWG) will meet at 5:30 in Universal F.
- There will be a recognition and celebration of retirement for Fonda Davis-Eyler (after the SIWG) in Universal F.
- There will be an informal networking opportunity with Office of Early Learning staff in the hotel lounge (the Spritz) at 5:30 -6:30.
- **FOR FRS'S**
 - You asked for it, and now we have it — an after-hours, optional supper for FRS's, where we get to share, hang out, leave our professional lives behind and just get to know each other better.

Tuesday, Nov 8, 2011—Right after the final Workshop on Tuesday (about 5:15 pm) at the Early Steps Statewide meeting- Universal E

Food will be available — pizza, salad, dessert and drink. A donation of \$22.00 will be accepted to pay for the meal—cash only. Receipts from the hotel for the meal will be available.

Please come—whether you eat or not.
We want to get to know you better.

WEDNESDAY, November 9, 2011

- The Florida Consortium for Advocates of Infants and Toddlers (FCAIT) will meet at 4:30 in Universal F.

9. ZERO to THREE Webinar- Supporting the Development of Infants and Toddlers in the Child Welfare System: A Call to Action

**November 17, 2011 Webinar
2:00 PM - 3:30 PM EST**

[CLICK HERE](#) TO REGISTER!

This webinar will focus on the need to infuse child welfare policies and practices for infants and toddlers with the science of early childhood development, highlighting a recent report, ***[A Call to Action on Behalf of Maltreated Infants and Toddlers](#)***. Created by leading early childhood development and child welfare organizations, the report lays out the elements of a developmental approach. The new Child and Family Services Improvement and Innovation Act requires states to report strategies for addressing the developmental needs of infants and toddlers in their care, making this a timely topic for states.

Infants and toddlers are the largest single group entering foster care. Thirty-one percent of children entering care are under 3 and remain in care 50 percent longer than older children. During this pivotal period of development, maltreatment can alter brain architecture and lead to lifelong problems. Foster care practices not attuned to developmental needs can compound this damage. Yet, this time provides a window for successful interventions.

Panelists will discuss the prevalence of infants and toddlers in the child welfare system, the compelling evidence on the developmental impact of maltreatment, and elements of a system that puts science into action. Following the presentations, listeners will

have the opportunity to ask questions.

- ***Moderator***

Patricia Cole

Director of Government Relations
ZERO TO THREE Policy Center

- ***Presenters***

Dr. Michelle Ernst

Senior Researcher
Chapin Hall at the University of Chicago

Dr. Brenda Jones Harden

Associate Professor
Institute for Child Study, University of Maryland

Janie Huddleston

Deputy Director
Arkansas Department of Human Services

Judy Langford

Senior Fellow
Center for the Study of Social Policy

To join the webinar, you need a computer with an Internet connection. You can listen to the webinar over the Internet with your computer speakers. Be sure to test your network and system compatibility with iLinc and prepare your system for your first online session [here](#).

As phone lines for this webinar are limited, only those without speakers are encouraged to listen over the phone. If it is necessary to use the call-in line, we ask that each organization use one line only.

A recording of the webinar and supporting materials will be posted on the ZERO TO THREE website at <http://www.zerotothree.org/policywebinars> for those who are unable to attend the live event.

For questions about the webinar, please contact Kelsey Quigley at kquigley@zerotothree.org.

